

# Family Planning Quality Assurance and Audit

## Administrative Goals

### Goal 1

- Assure and maximize timely availability of family planning clinical services

#### Objective

- Reduce the rate of “no-show” exam visits to no more than 25% on average per quarter
- Determine and decrease, if feasible, barriers to family planning clinic services that are related to hours of operation
  - Source Data
    - Weekly Clinic Schedule
    - Client Survey
  - Evaluation
    - Quarterly Review of “No-Show” rate
    - Client Survey Results

### Goal 2

- Assure accurate, consistent, timely and complete data collection

#### Objective

- Submit weekly CVR forms within 1 month of client visit
- Maintain AHLERS CVR rejection rate at no more than 2% per quarter
- Complete adjustments to all rejected CVRs within 2 weeks and resubmit
- Conduct semi-annual staff training regarding data collection and consistency
  - Source Data
    - Ahlers Reports
  - Evaluation
    - Quarterly Review of Ahlers data and reports

## Clinical Goals

### Goal 1

- Assure all women utilizing family planning services receive a comprehensive physical exam at least annually

### Objective

- All women receiving a delayed exam start of contraception will have documentation of a complete initial physical exam by 3 months
- All women will have a complete initial or annual physical exam at least once every 13 months
  - Source Data  
Client Medical Record
  - Evaluation  
Quarterly Random Chart Review  
Percent with delayed exam with completed exam  
Percent of all exams completed at least 1X q 13 m

### Goal 2

- Provide comprehensive screening and appropriate treatment for sexually diseases for all women receiving initial or annual exams

### Objective

- All women receiving annual or initial exam will be screened for risk of chlamydia and gonorrhea infection
- All women receiving annual or initial exam that are identified at risk for chlamydia or gonorrhea infection will be cultured
- All women found to have positive culture for chlamydia or gonorrhea culture will receive treatment within 1 week
  - Source Data  
Client Medical Chart
  - Evaluation  
Quarterly Random Chart Review  
Screening Completed  
Culture Completed

Treatment provided within 1 week

### Goal 3

- Women with low or deficient hemoglobin levels will see improvement in level within 3 months or will be referred

### Objective

- All women identified with low or deficient hemoglobin level at initial exam will receive nutrition counseling, including addition of iron supplement per protocol
- All women with low or deficient hemoglobin will be rescreened within 3 months
- All women with no improvement after 3 months will be referred to PMD for follow-up

#### ○ Source Data

Client Medical Chart

#### ○ Evaluation

Quarterly Random Chart Review

% of Low or Deficient HGB who are rescreened

Percent with improvement

Percent with no improvement who receive referral and follow up

## Programmatic Goals

### Clinical Services

### Goal 1

- Family Planning services offered by the health department will target women of childbearing age at, or below, 200% FPL

### Objective

- The percent of low-income served by the program will meet, or exceed, the percentage of women of child-bearing age (14-44) living in Pacific County who are at, or below, 200% FPL.

#### ▪ Source Data

2000 Census Data

#### Ahlers Data

- Evaluation  
Annual review of Ahlers data  
Table QL 2C

### Goal 2

- Family Planning services will be offered in a culturally sensitive manner that encourages ethnic women to utilized clinical services

#### Objective

- The percent of Hispanic and Asian women served by the program will meet, or exceed, the percentage of women of childbearing age () living in Pacific County.
  - Source Data  
2000 Census  
Ahlers QL-2C
  - Evalaution  
Annual Review of Ahlers Data  
Ahlers QL-2C

### Goal 3

- Increase efficient utilization or Nurse Practitioner time

#### Objective

- Beginning 2002, increase the number of annual and initial exams completed by 10% per year for the next 2 years.
  - Source Data  
Ahlers QL-1: 2001
  - Evaluation  
Annual review of Ahlers data (2002, 2003)  
Table QL-1

### Goal 4

- Decrease the number of unnecessary “other medical” visits

### **Objective**

- Beginning 2002, decrease the percentage of *other medical visits* as a percentage of total initial, annual and other medical visits by 3% per year over the next 2 years
  - **Source Data**  
Ahlers QL-1: 2001
  - **Evaluation**  
Annual Review of Ahlers data (2002, 2003)

## **Goal 5**

- Assure all contraceptive methods are made available and accessible to women

### **Objective**

- Evaluate the need/demand to provide methods not currently offered on-site (IUD, Lunelle, etc), and the feasibility of providing that method on-site
  - **Source Data**  
Ahlers QL-5  
Client Sruvey  
Cost Analysis
  - **Evaluation**  
Annual review of method(s) used by clients  
Ahlers QL-5  
Review of Survey results  
Review cost analysis

## **Goal 6**

- Reduce unintended pregnancy rates in Pacific County

### **Objective**

- Establish a baseline of the incidence of unintended pregnancy among women utilizing family planning services
  - **Source Data**  
Subsequent History Form
  - **Evaluation**  
Reported incidence of unintended pregnancy since receiving family planning services from the health department among women receiving annual exam